Metrics

- MMR
    - DAWIA certification levels
    - DAU quota usage
    - Training hours per person

SOB Metrics

Staff Support Performance Goal 2.2.99.1:

DCMDW-MJ

Identify, flow chart and proof key business drivers for the Workforce Development Team. Establish metrics and incorporate into SOB. Automate training records to facilitate retrieval of data for key process analysis and metric reporting.

Status: | DCMDW | **Directorate**

- **Performance Goal Indicator:** All processes identified, flowcharted, proofed, metrics established, records automated.
- **Strategy:** MJ working group will identify, flow chart, proof processes, establish metrics and automate training records.
- **Activity:** Key business drivers have been identified as follows:
  - 1. DLA TA System (formerly named: needs assessment/establish requirements)
  - 2. Budget execution   3. Training administration
  - 4. DAWIA Certification   5. Defense Acquisition Corps (formerly part of process 4)
- All processes except #5 flowcharted/proofed. Remainder complete by 13 Aug 99. Sub-processes will continue to be developed.
- Metrics established for DLA TA System. Remainder will be established by end of September 1999.
- Automate training records continuing through end of Sept 1999.

DCMDW-MJ

Staff Support Performance Goal 2.2.99.2: Develop frequently asked questions (FAQ) for DCMDW-M web site. Add other Workforce Development policy/guidance to web site.

Status: | DCMDW | Directorate

- **Performance Goal Indicator:** Full implementation of FAQ and MJ web site.
- **Strategy:** Establish working group; solicit input from field organizations (training coordinators) and labor representatives.
- **Activity:**
  - Article 10 Training Committee preparing responses to FAQs solicited from field. Expected publication was May 24, 1999. Draft still in coordination with committee. New expected completion has not yet been established.
  - MJ web site established 3/31/99. Still many areas to be developed and expanded on an ongoing basis.

Staff Support Performance Goal 3.1.1:
Achieve a training investment level of at least 1.5% of gross payroll costs.

Status: | DCMDW | Directorate

- **Performance Goal Indicator:** Metrics Guidebook/Computation Reference: TBD - Total Training Investment divided by gross payroll cost.
- **Strategy:**
  - Why are we doing this? Dedicate the appropriate level of investment to develop and sustain the right talent.
  - What is the command strategy? Compare training investment to gross payroll costs.
  - What is expected of the CAOs? Report training expenditures correctly. Need to use our training and development dollars more effectively by using less expensive training methods - e.g., Distance Learning, CBT.
- **Activity:**
  - **Total training budget FY 99 - $3,465,802**
  - **Total gross payroll cost - $310,331,660 (FY 99 basic payroll less OT/awds/holidays/PCS/benefits); thru end of Jun 99 - $232,680,184**
  - **Percentage is 1.1% - not able to meet 1.5% at district level**

Staff Support Performance Goal 3.1.2:
Develop Individual Development Plans for 100% of DCMC employees.

DCMDW-MJ

Status: | DCMDW | Directorate

- **Performance Goal Indicator:** Metrics Guidebook/Computation Reference: TBD - Quantity of employees with an IDP divided by the total quantity of employees.
- **Strategy:**
  - DCMDW-MJ will report this metric for district staff and the entire command during MMRs.
  - Why are we doing this? Achieve DLA strategic objective that all employees will have an IDP
  - What is expected of the CAOs? Ensure IDPs are developed for all employees and report data to MJ no later than the 5th of each month
- **Activity:**
  - IDP guidance letter distributed to all heads/all supervisors November 18, 1998
  - Established recurring suspense to Directorates/CAOs to collect IDP data
  - Data is no longer being reported to DCMC or through MMRs
  - CAOs achieving goal except for new employees, changes in position, promotions and other required changes to IDPs due to mission requirements
  - DCMC-B will redesign the process

Staff Support Performance Goal 3.1.3:
Achieve a 95% utilization rate for Defense Acquisition University (DAU) quotas received.

Status: | DCMDW |

- **Performance Goal Indicator:**
  - Metrics Guidebook/Computation Reference: 1.8.1.3-Divide the quantity of spaces that were filled by employees who graduated the course by the total quantity of spaces.
- **Strategy:**
  - Ensure the valid requirements identification, adequate allocation of quotas, and student attendance based on allocations.
- **Activity:**
  - Working closely with the field organizations and HROC to maximize attendance at all DAU courses.

Staff Support - Process Management Performance Goal 3.1.3: Achieve a 95% utilization rate for Defense Acquisition University (DAU) quotas received.

DCMC
Goal: 95%
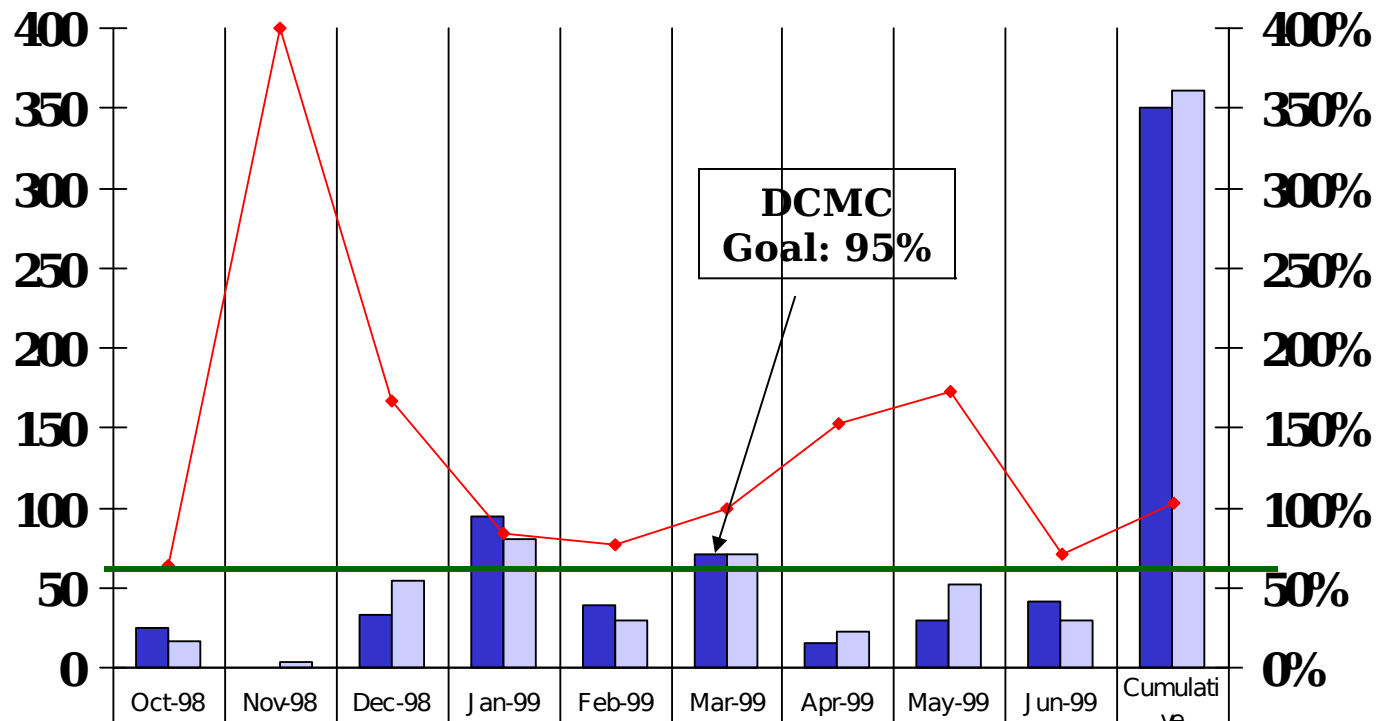
	Oct-98	Nov-98	Dec-98	Jan-99	Feb-99	Mar-99	Apr-99	May-99	Jun-99	Cumulative
Quotas Received	25	0	33	95	39	71	15	30	42	350
Quotas Used	16	4	55	80	30	71	23	52	30	361
% Used	64%	400%	167%	84%	77%	100%	153%	173%	71%	103%

Staff Support - Process Management
Performance Goal 3.1.4:
Increase the percentage of personnel that are DAWIA certified to Level I (70%), Level II (90%), and Level III, (98%). Maintain or exceed certification levels.

Status:　　**DCMDW**

- **Performance Goal Indicator:**
  - Metrics Guidebook/Computation Reference: 1.8.1.2-Divide the quantity of employees who are certified at the appropriate level by the total quantity of employees required to be certified at that level.
- **Strategy:**
  - Ensure accurate identification of appropriate certification levels and assure appropriate training to meet certification requirements.
- **Activity:**
  - Working closely with the field organizations and HROC to prioritize scheduling and maximize attendance.

Training Update- DCMDW

XXI

Staff Support - Process Management Performance Goal 3.1.4:

Increase the percentage of personnel that are DAWIA certified to Level I (70%), Level II (90%), and Level III, (98%). Maintain or exceed certification levels.

DAWIA CERTIFICATION: AREA OFFICES
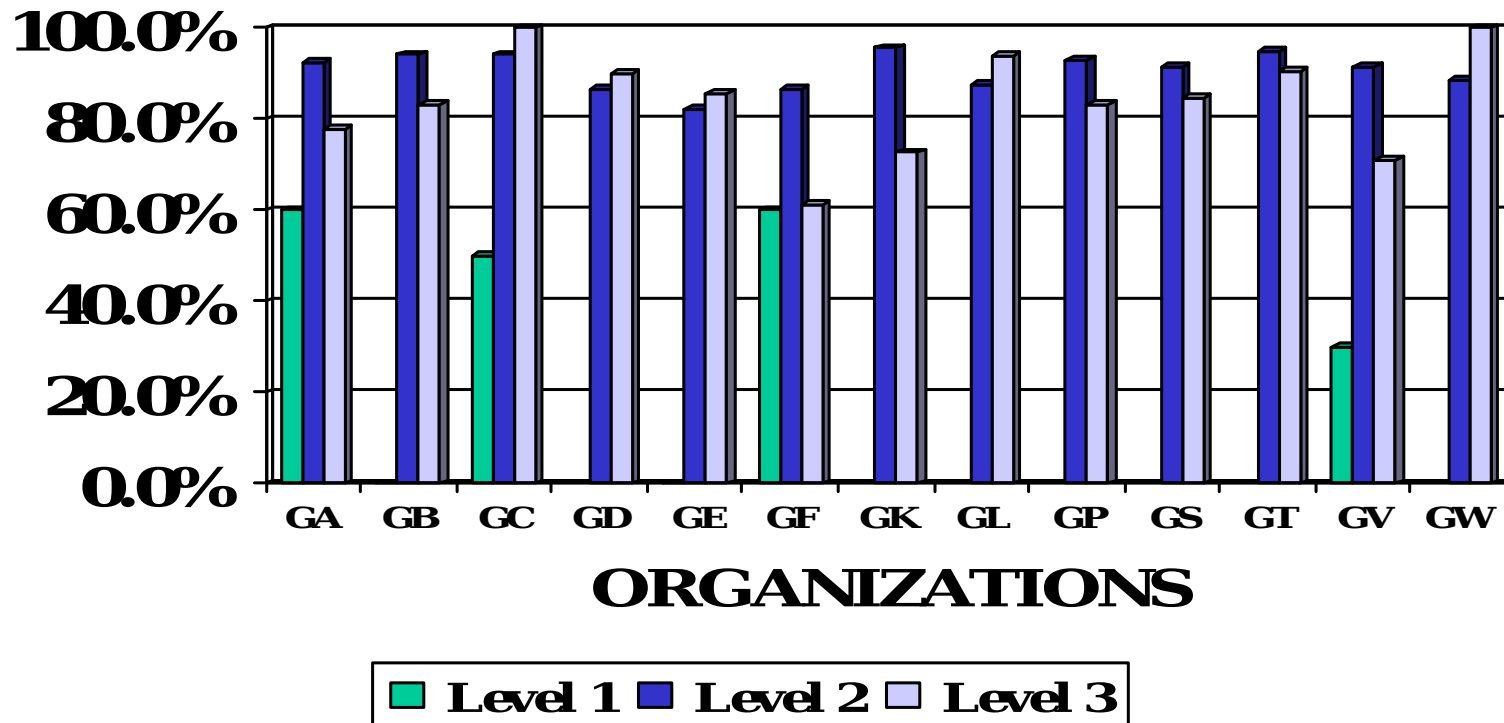
ORGANIZATIONS

Legend: ■ Level 1 ■ Level 2 □ Level 3

Staff Support - Process Management
Performance Goal 3.1.4:

Increase the percentage of personnel that are DAWIA certified to Level I (70%), Level II (90%), and Level III, (98%). Maintain or exceed certification levels.

DAWIA CERTIFICATION: PLANT OFFICES & PSES
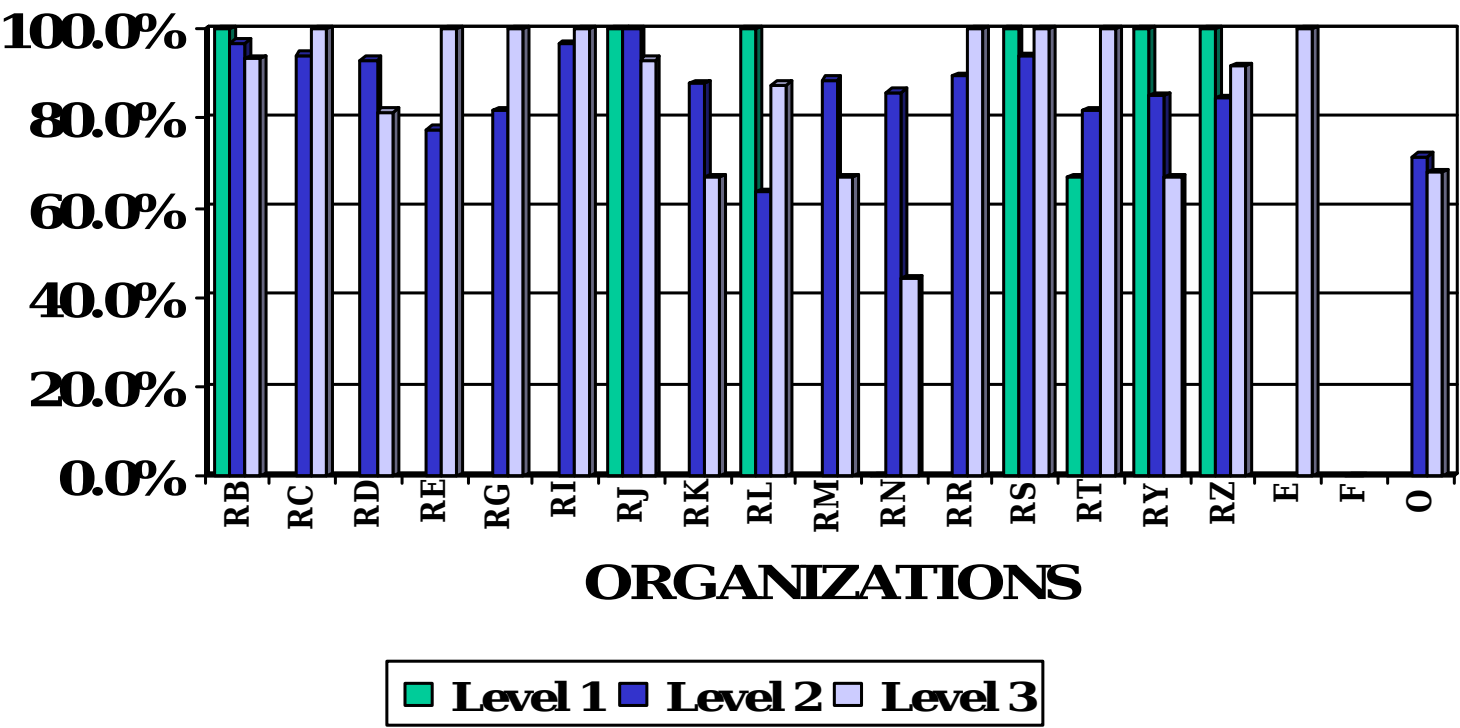
Chart with vertical axis labeled from 0.0% to 100.0% in increments of 20.0%, and horizontal axis labeled ORGANIZATIONS with categories: RB, RC, RD, RE, RG, RI, RJ, RK, RL, RM, RN, RR, RS, RT, RY, RZ, E, F, O. Legend: Level 1, Level 2, Level 3.

DCMDW-MJ

Corporate Support Performance Goal 3.1.5:
Implement the Training Implementation Plan.

Status: | DCMDW | **Directorate**

- **Performance Goal Indicator:** Metrics Guidebook/Computation Reference: N/A - Establish Training Plan and track progress against the DCMC and DCMDW implementation plan..

- **Strategy:**
  – Why are we doing this? To clearly define DCMC training initiatives, priorities and exceptions.
  – What is the command strategy? Establish a detailed training plan that addresses workforce development initiatives, course development, conversion, and execution.
  – What is expected of the CAOs? Identify needs and priorities and execute accordingly.

Corporate Support Performance Goal 3.1.5:
Implement the Training Implementation Plan.

Status: | DCMDW | | Directorate |

- **Activity:**
  - DCMDW FY 99 Training Execution Plan Beginning Budget: $3,465,802
  - Executed by quarter:
    - Qtr 1 - $217,921; Qtr 2 - $475,426; Qtr 3 - $842,359; Jul - $886,685
  - Total executed through July 31,1999 - $2,422,391
  - Progress to Date: $2,422,391/$3,465,802 = 70% executed a/o 7/31/99
- Anticipated Problems:
  - DCMDW Tng Plan will currently execute less than full budget
  - Working to reprogram remaining funds no later than 15 Aug 99
- EOY: Will execute to final DCMDW training plan after reprogramming
- HQ/District process owner: K.Burlingame, MJ

Staff Support-Program Management Performance Goal 3.1.6:
Achieve a benchmark standard of 40 training hours per employee.

Status: | DCMDW | Directorate

- **Performance Goal Indicator:** Metrics Guidebook/Computation Reference: 1.8.1 - Divide the quantity of training hours by the quantity of full-time civilian employees.
- **Strategy:**
  - Why are we doing this? Continuing education is required to maintain workforce skills.
  - What is the command strategy? To develop/make available training opportunities that allow for maximum participation (i.e., CBT) and to invest 1.5% of gross payroll costs in training.
  - What is expected of the CAOs? To effectively utilize available training opportunities and report PLAS training hours correctly.
- **Activity:** MJ working to execute available training dollars fully, to maximize number of employee training hours. Significant increases in June and July hours due to this effort.

DCMDSwiaj Staff Support-Program Management Performance Goal 3.1.6:
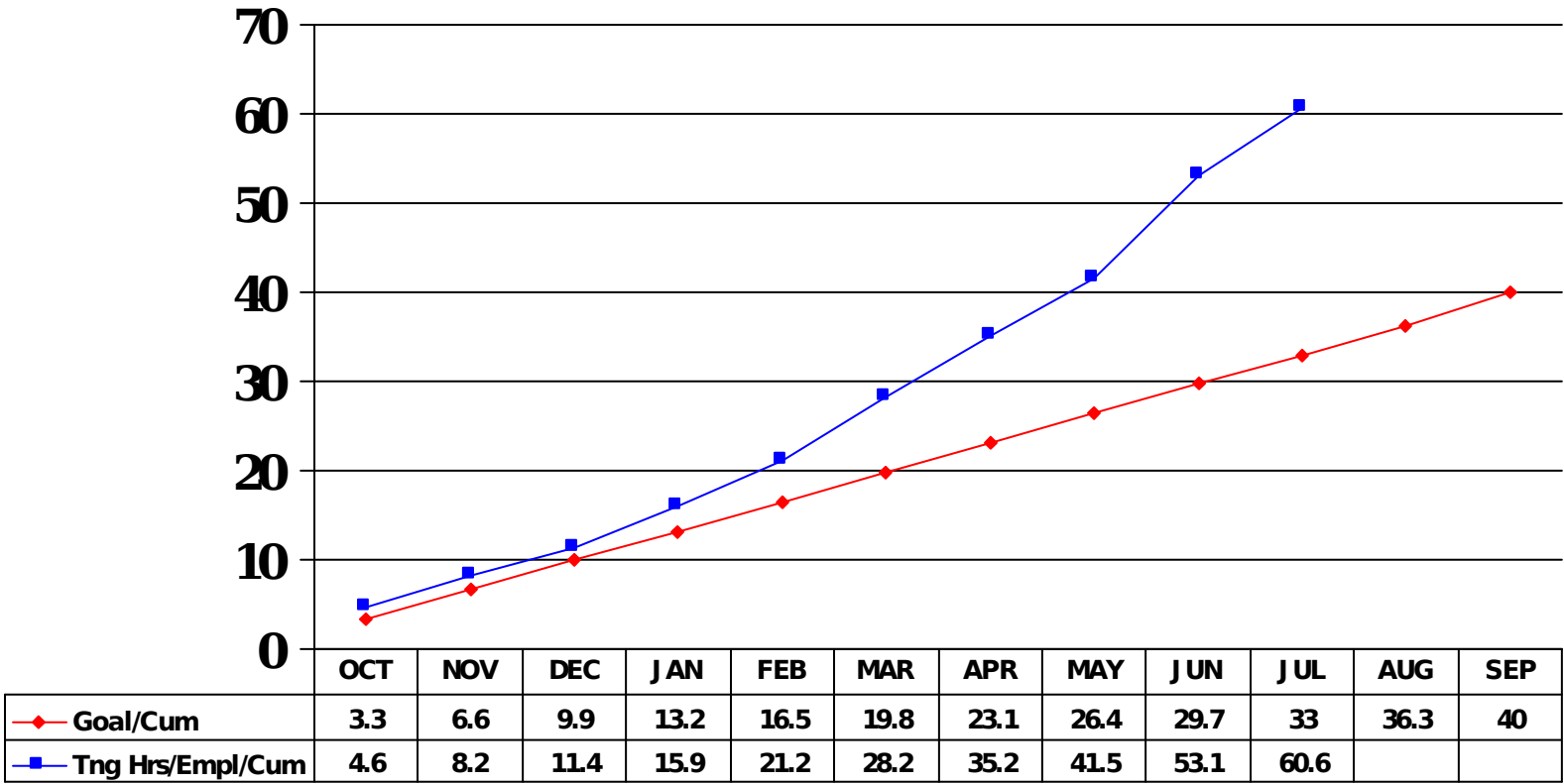## Achieve a benchmark standard of 40 training hours per employee.

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Goal/Cum	3.3	6.6	9.9	13.2	16.5	19.8	23.1	26.4	29.7	33	36.3	40
Tng Hrs/Empl/Cum	4.6	8.2	11.4	15.9	21.2	28.2	35.2	41.5	53.1	60.6		

DCMDW-MJ

Staff Support-Program Management Performance Goal 3.1.6:
Achieve a benchmark standard of 40 training hours per employee.

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Goal/by Month	3.3	3.3	3.3	3.3	3.3	3.3	3.3	3.3	3.3	3.3	3.3	3.3
Training hrs/Empl/Mo	4.6	3.6	3.2	4.5	5.3	7	7	6.3	11.6	7.5		
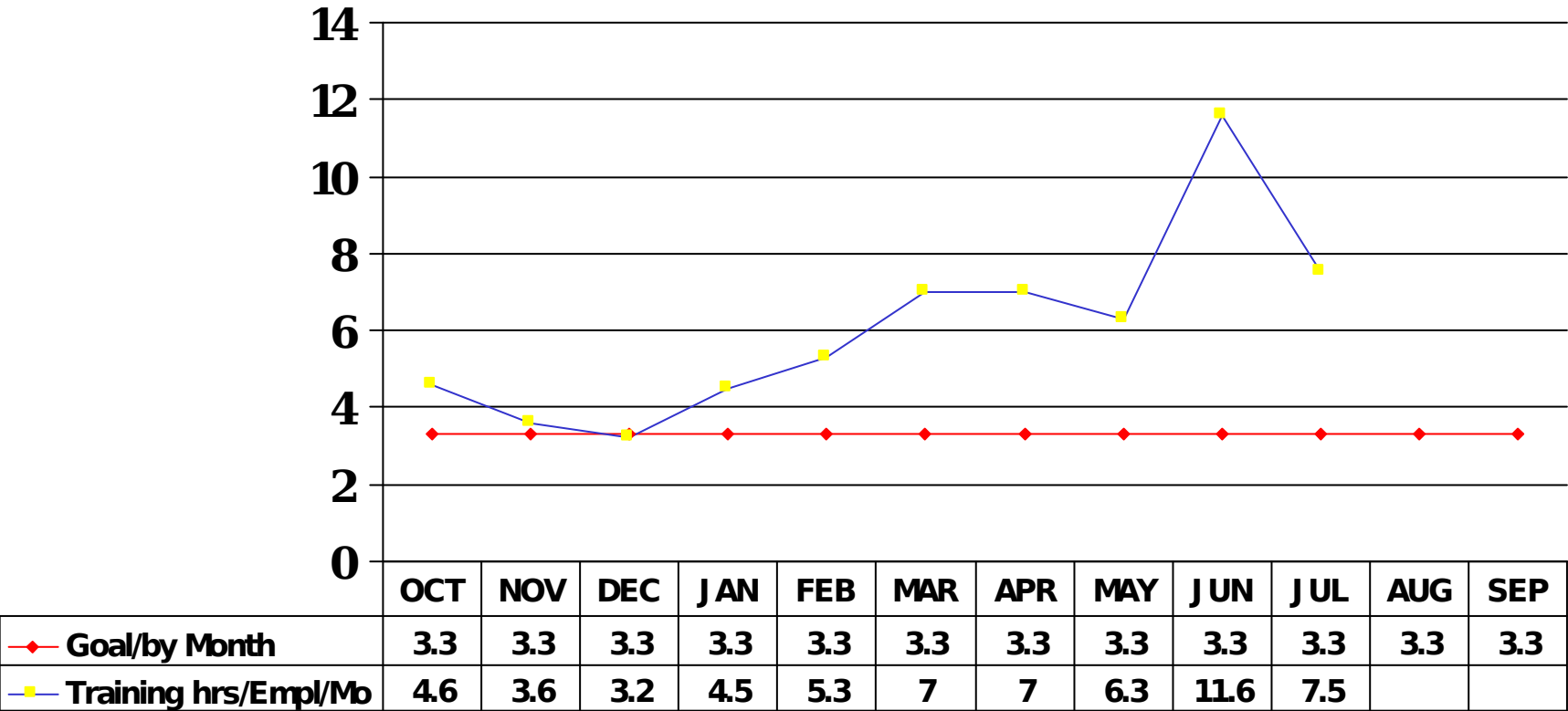
Metrics

- MJ Metrics
  - Forecast future training requirements
    - % total student completions = number of student completions / number of total student requirements
    - separate breakout for DAWIA requirements
  - Goal = 100% of classes scheduled one month before start of each quarter
    - % classes established each quarter = number of classes established each quarter / number of total classes scheduled each quarter

Metrics

- MJ Metrics
  - Goal = 100% of classes planned are completed each month
    - % planned class completions per month = number of class completions per month / number of planned class completions per month
  - Goal = 100% of students notified 30 days before class
    - % students notified 30 days before class starts = number of students notified 30 days before class / number of total students scheduled

Metrics

- MJ Metrics
  - Goal = 100% of students receive travel orders 2 weeks before class starts each month
    - % students receive travel orders 2 weeks before class starts = number of students receive travel orders 2 weeks before class / number of total students attending class requiring travel orders